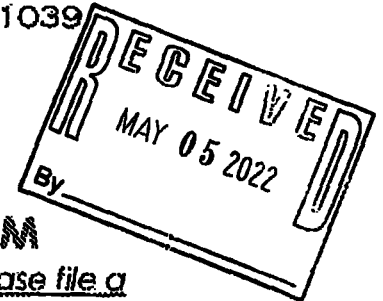


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: May 5, 2022 Case Number: 22-128

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Dr. Twiddy
Premise Name: ARIZONA SPAY NEUTER
Premise Address: 4 W. Grant Rd
City: Tucson State: AZ Zip Code: 85705
Telephone: (520) 624-5005

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Kaleb Willoughby
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Richard Hamilton - Mischief

Breed/Species: Terrier Mix

Age: 12 years Sex: Female Color: Salt and Pepper

PATIENT INFORMATION (2):

Name: Richard Hamilton - Frosty

Breed/Species: Terrier Mix

Age: 6 Sex: M Color: Brown/White/Black

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Dr. Twiddy

4 W. Grant Rd. Tucson, A 85705

(520) 624-5005

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Sara, Alondra and other staff at ARIZONA SPAY NEUTER

4 W. Grant Rd. Tucson, AZ 85705

(520) 624-5005

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

Date: 5/4/2022

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

I contacted this vet clinic on behalf of a low income disabled veteran for his 2 Middle Aged/senior dogs. The dogs in question needed dentals, 1 neuter, and a mass removed (found out was needed and informed clinic on April 1-5th in person). The representative I spoke with said they could easily handle those needs and I stated that NKPC and SNS would be providing assistance in covering the medical costs. The representative stated that a new organization called HEART SW could probably help also. After getting all of the above organizations somewhat on board the dogs appointments were scheduled. The owner was able to provide some funds (\$100 Cashiers Check) for the animals care and I drove up between April 1-5th to drop off the cashiers check and also to fill out the intake paperwork to have the clinic generate an estimate. Sara the rescue coordinator wasn't available, so Alondra provided me the forms and instructed me to circle "hernia repair" and to write next to it mass removal (as that is what I thought it was) She took the filled out forms and the cashiers check and said that she'd put them aside for Sara to review when she returned to work. After going back and forth with Sara over email about getting an estimate and such the dogs were good to go for their appointment. Flash forward today (day of appointment) and Sara was not available. The staff had almost no clue what was happening or where the "filled" out forms were nor what was supposed to be done for the dogs except dental/neuter. I had to redo the intake form and try my best to remember what was previously requested for the dogs. I informed Alondra that the owner won't be able to give the dogs any pills due to his limitation and she wrote that on the form. They called me and informed me it was in fact a mass and that the doctor wanted it sent out for testing which would be an additional cost (not covered by the assistive organizations) I authorized the mass biopsy as I knew it was important.

I went to pick up the dogs at 2:30PM (30 minutes after they said they'd be ready) and was told that the manager and another vet tech were trying to figure out the total and would be out to help me momentarily. This was a bit annoying as the above organizations and prior planning should have made pick up easier since the cost of the treatment should have been covered. No it took multiple phone calls between representatives for the manager to finally be called.

The owner/manager Heather was extremely combative over the phone never apologizing for her staff losing important paperwork nor for the extreme lack of organization this clinic should have displayed. She attempted to place the blame on me and stated "after this we will not work with your rescue again". This mess had nothing to do with my rescue nor was this myself or the animal owners fault for the AZSN staff mistake. Heather attempted to state that over the phone I was told that it was a mass removal and that I was going to be liable for the cost without being quoted a price over the phone or told that NKPC or HEART SW wouldn't be covering the cost.

This experience was extremely stressful for mistakes made by the owner of this clinic who should have had a better handle on this one account that had MULTIPLE organizations and people involved.



Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

Part 2 of Arizona Spay Neuter Complaint*22-128*

Kaleb Willoughby [REDACTED]
To: Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

Fri, May 6, 2022 at 12:05 PM

Good Morning,

I have attached the vet records that were provided to me on 4/29/2022 and I noticed discrepancies and am missing information.

Frosty -

1. Frosty shows during his procedure they documented different vitals starting at 7:36AM under Anesthesia maintenance, however above shows anesthesia wasn't started until 9:54AM.
2. Under Anesthesia maintenance they failed to keep a consistent time record with either going under or over the 5 minutes their paperwork states they should follow. They also missed checking temperature at 9:59AM, however documented every other temperature check.
3. For the "End Time" they first documented 10:10AM, then lined that number out and wrote above "25" without indicating which staff member corrected this documentation. this is a huge red flag as there is no way to know who to speak with in regards to this animal if something did occur.
4. A neuter surgery was performed, however the only documentation that I have stating one was to be performed was the intake forms and "canine surgery and anesthetic record". NO spay/neuter certificate was provided by the clinic in person or via email.

Mischief -

1. Mischief shows during her procedure they documented different vitals starting at 7:35AM under Anesthesia maintenance, however above shows anesthesia wasn't started until 10:51AM.
 2. Under Anesthesia maintenance they failed to keep a consistent time record with either going under or over the 5 minutes their paperwork states they should follow. They also missed checking temperature at 10:58AM/11:03AM/11:13AM, however documented every other temperature check.
 3. Under Anesthesia maintenance they show that the page for 5 minute checks ends at 11:40 and again at 12:35PM with approximately an hour gap, however their anesthesia start time (10:51AM) and end time (1:16PM) do not reflect that she was taken off anesthesia and then placed back on in between the approximately hour lapse. Per their own paperwork while she is under every 5 minutes her vitals should have been checked and documented. This hour lapse is undocumented.
 4. AZSN stated over the phone that the veterinarian wanted to send out the mass to be biopsied and I stated over the phone that I, Kaleb Willoughby, was approving the biopsy and then hung up due to being unable to hear the staff member beyond my statement or if they responded. I did not receive a call back or any further contact until 2:30PM at pick up.
- Both dogs:

Arizona Spay Neuter was informed at drop off that the dogs owner could under no circumstances provide pills for the dogs and as such we decline pills, however injections would suffice. Alondra documented that on the paperwork and the clinic at pick up still attempted to dispense medication in pill form.

As of May 6th, 2022 I still do not have a finalized invoice reflecting the balance that was owed minus the extra fees that weren't warranted or approved. The owner of the dogs does not have proof that the cashiers checks submitted to AZSN was in fact cashed and correctly applied to his account.

On 4/29/2022 I was only provided the attached veterinary records and requested that upon close out that a invoice be sent to me via email. Previously sent to your office was a screenshot from AZSN showing my request/the date/the time.

Thank you

[Quoted text hidden]

[Quoted text hidden]

 **AZSN_Vet_Records.pdf**
11877K

5/17/2022

I did not have any direct contact with the complainant. I did the pre-op exam on Mischief and noted that she had a mammary mass rather than an umbilical hernia as was written on the surgery sheet. I asked one of my staff to call the complainant and advise him of the additional cost of the mass removal and biopsy if he wanted. My staff member told me he agreed to the removal and I did the surgery.

Julie Twiddy, DVM

Julie Twiddy, DVM

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS ST., STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 22-128

Complainant(s): Kaleb Willoughby

Respondent(s): Julie Twiddy, DVM (License: 5065)

SUMMARY:

Complaint Received at Board Office: 5/5/22

Board Discussion: 6/15/22

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018

(Lime Green); Rules as Revised

September 2013 (Yellow).

On April 29, 2022, Complainant presented to dogs, "Mischief," a 12-year-old female Terrier mix and "Frosty," a 6-year-old male Terrier mix, to Respondent for dentals and a neuter procedure. Complainant also requested a mass be evaluated on "Mischief" and removed if needed.

Complainant was assisting the pet owner with transportation of the dogs and obtaining financial assistance for veterinary care.

Later that day, Complainant picked up the dogs. The premises owner, Ms. Knight, explained that the mass removal was not funded by the rescue agencies and Complainant needed to cover the cost. Complainant became upset and did not want to pay for the mass removal and biopsy, stating it was supposed to be included with the other services. Ms. Knight terminated Complainant as a client; he would not have to pay for the services and the biopsy would not be submitted for histopathology.

PROPOSED 'FINDINGS of FACT':

1. On March 30, 2022, Complainant emailed the premises regarding the forms to be completed for two dogs he would be bringing in for veterinary care. He was unable to open the forms due to compatibility issues.
2. On April 1, 2022, Complainant stopped by Respondent's premises to inquire about services for a disabled veteran he was assisting in getting veterinary care for his two dogs. A surgery date was scheduled and Complainant left a \$100 cashier's check from the pet owner; financial assistance would be provided from various animal assistance organizations. Both dogs were to have dentals and "Frosty" was to be neutered as well.
3. Complainant stated that on this date he completed the paperwork for both dogs, which included the services that were to be expected, as well as giving partial payment. Complainant stated that the services included the lump that was on "Mischief" – it was unknown if it was a mass or an umbilical hernia. Ms. Heather Knight, the owner of the premises, disputes Complainant completed paperwork at that time and they were not advised about a possible mass removal.
4. On April 5, 2022, Complainant emailed the premises to obtain a quote for the services and get status on the financial assistance for the upcoming veterinary services that were to be provided. The premises emailed back with a quote that included pricing for bloodwork, IV catheter and fluids, dentals and extractions; neuter, antibiotics, and pain medication. Ms. Knight stated that Complainant was not given a quote for the mass removal at that time because they were unaware of any possible mass removal. The premises was still waiting to hear back from organizations that were assisting with the financial assistance.
5. On April 29, 2022, Complainant presented the dogs to Respondent's premises for veterinary services. He stated that he had already completed the paperwork – premises staff advised that they did not have anything and requested he complete the paperwork, which he did. At this time, Complainant pointed out a mass/umbilical hernia that he wanted Respondent to evaluate and surgically correct/remove if necessary.
6. Respondent examined "Mischief" and noted that the dog had a mammary mass rather than an umbilical hernia. She requested staff to call Complainant to advise him of the additional cost of the mass removal and biopsy, if he wanted - \$150. Complainant was contacted; advised of Respondent's recommendations and that if he wanted the mass removed and biopsy, it would be an additional cost - Complainant approved.
7. Both dogs were examined, had blood work performed, IV catheters were placed and fluids were started. The dogs were pre-medicated, "Frosty" was induced with propofol – "Mischief" was masked with isoflurane (?), intubated and maintained on isoflurane and oxygen for the surgical procedures. Both dogs had dental cleanings ("Mischief" had 21 extractions/"Frosty" none), "Frosty" was neutered and "Mischief" had a mammary mass removed. The dogs were administered Rimadyl upon recovery and provided with the necessary vaccines. Due to the pet

owner unable to medicate the dogs, oral medications were declined.

8. Later that day, Complainant arrived to pick up the dogs. Complainant stated that staff was still trying to figure how much he owed and felt that it should have been ready when he arrived. Due to Complainant's behavior and stating that he would not be paying for the mass removal and biopsy, staff called Ms. Knight. Ms. Knight spoke with Complainant and reminded him that he was advised earlier that day that he would be responsible for the fees associated with the mass removal. Complainant insisted it should have been included with the other veterinary services. Ms. Knight directed staff to allow Complainant to leave with the dogs without payment; Complainant was told he did not have to pay for the services, the biopsy would not be submitted for histopathology, and he was terminated as a client.

9. On May 2, 2022, Complainant dropped off several cats from a rescue he was working with. Ms. Knight stated that she had not advised all staff at the premises that Complainant had been terminated as a client therefore she told staff she would email Complainant after he picked up the cats.

10. Complainant was emailed with respect to his termination; Ms. Knight also advised the rescue agencies that they would need to make other arrangements if they were using Complainant as a foster, as he was no longer welcome at the premises.

11. Complainant had expressed concerns that the premises was disorganized due to losing his previously completed paperwork, they still attempted to dispense oral medication despite being told the pet owner could not medicate the pets, and Complainant had issues with the medical records for the dogs. He also stated that he was not provided with a neuter certificate for "Frosty."

12. After reviewing the medical records for both dogs, they appear to be in compliance. Additionally, neuter certificates are not required statutorily.

13. Respondent did not have any direct contact with Complainant.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division